

AIM Specialty Health will transition to Carelon Medical Benefits Management Inc.

In March 2023, AIM Specialty Health®* will transition to Carelon Medical Benefits Management Inc. **This transition is a name change only, and there will be no process changes.** The new name will not impact the way AIM works with health plans and providers. In March, any operational assets that mention AIM Specialty Health (such as determination letters) will adopt the new Carelon Medical Benefits Management Inc. name.

Provider brand transition FAQ

Provider experience focus area	
<p>1. Will the AIM ProviderPortalsSM URL or platform name be changed?</p>	<p>1. No, the website address will not be impacted; all providers will continue to have access to www.providerportal.com. The AIM logo will be replaced with a Carelon logo. No changes are being made to the case submission process.</p>
<p>2. Will there be any changes to the AIM Clinical Guidelines URL or content?</p>	<p>2. Yes, the clinical guidelines site will be automatically redirected to a new Carelon URL, and the branding will be updated to reflect Carelon.</p>
<p>3. Are any phone number changes planned as part of this transition?</p>	<p>3. No, inbound phone numbers are not being changed. References to AIM within recorded scripting will be replaced with Carelon Medical Benefits Management Inc.</p>
<p>4. Will there be any changes for providers who connect with AIM via other means such as Availity Essentials*?</p>	<p>4. No, access changes are not needed or planned; however, all references to the AIM company name will eventually be updated to Carelon Medical Benefits Management Inc.</p>
<p>5. Will AIM references on health plan websites and member materials such as ID cards be changed?</p>	<p>5. Not right away. Providers may continue to see the AIM company name on health plan websites and member ID cards for some time, but it's expected that these will be changed through scheduled content update cycles.</p>

* Availity, LLC is an independent company providing administrative support services on behalf of the health plan. AIM Specialty Health is an independent company providing some utilization review services on behalf of the health plan.

<https://provider.amerigroup.com/TN>

Amerigroup Community Care complies with the applicable federal and state civil rights laws, rules, and regulations and does not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **800-454-3730**. Information about the civil rights laws can be found at tn.gov/tenncare/members-applicants/civil-rights-compliance.html.

Corporate website

1. Will the **AIM corporate website** URL be changed?

1. The corporate website will be moved to **www.carelon.com**. All links to the *ProviderPortal* and clinical guideline pages will remain active and will be redirected.

Provider microsites

1. Will the AIM provider microsite URLs change?

1. The provider microsite URLs you use today to access information from AIM will be automatically redirected to new Carelon URLs, and the branding will be updated to reflect Carelon branding.



Email is the quickest and most direct way to receive important information from Amerigroup Community Care.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (**<https://bit.ly/2XxYAEg>**).

